

The Governor's Enterprise Solutions Group

Productivity Investment Fund Summary of Round 1 Fund Recipients

The following is a list of projects that received funding in Round 1 of the Productivity Investment Fund:

1) Image Cash Letter Project

Submitted by: Department of Taxation

Contact: Patti Higgins, Assistant Tax Commissioner

Funds Received: \$50,000

Business Case:

The Department of Taxation sought funds to implement a system that would allow them to deposit checks with Wachovia using a digital rather than paper-based system. This would have several advantages for the state. First, it will allow the Department to “close out” an hour later each day, allowing for increased daily deposits and decreased deposit post time. Additionally, the courier service previously used to transport the checks to Wachovia would no longer be needed. For the estimated cost of \$50,000 (with a monthly maintenance cost of \$250), the Department estimated annual savings of \$125,000 to the state.

2) Workforce Management (WFM) System for DMV Customer Service Centers

Submitted by: Department of Motor Vehicles

Contact: Linda Ford, Director of Business and Analytical Services

Funds Received: \$200,000

Business Case:

The DMV sought to lower operating costs by implementing a WFM system. Previously, employee allocation and planning was all handled through paper-based planning by individual customer service center (CSC) managers, with the work plans faxed monthly to district managers. This imprecise system often resulted in a large range in wait times (in one week ranging from 3 minutes at one center to 53 minutes at another). The WFM system would allow managers to forecast customer volumes and assign employees accordingly, taking employee availability, preferences and performance into account. At an estimated investment of \$260,000 total over five years, a net savings of \$4.4 million is predicted.

3) Streamlining the Medicaid Application Process for Low Income Seniors and Persons with Disabilities (known as the Aged, Blind, and Disabled or ABD)

Submitted by: Virginia Department of the Aging, in conjunction with the Virginia Department of Medical Assistance Services (DMAS) and the Virginia Department of Social Services (VDSS)

Contact: Debbie Burcham, Chief Deputy Commissioner

Funds Received: \$190,000

Business Case:

The Department of the Aging requested funds to streamline the Medicaid application process. The form is currently 14 pages long, with sixty percent of those forms turned in filled out incorrectly or missing information. Medicaid applications can be processed in 45 days if they are filled out correctly; when filled out incorrectly, that number jumps to 90 days. The funds would be used to create a more streamlined application, which would allow for online submission. This project is estimated to impact 235,000 low-income, elderly or disabled Virginians. Although there are no direct financial savings, this project will greatly enhance the experience of all Virginians who file Medicaid applications and so meets that metric.

4) Mineral Mining Multi-Year Renewal Program

Submitted by: Department of Mines, Minerals and Energy

Contact: Todd Richardson, Information Systems Manager

Funds Received: \$50,000

Business Case:

The Department of Mines, Minerals and Energy requested funding to create a web-based multi-year permit renewal process. There are currently over 480 permitted sites in Virginia, with each requiring an annual permit. At present, the process for permit renewal begins 90 days before the expiration date. With the implementation of a web-based system, that could be shortened to less than two weeks. Further, the electronic filing solution would allow for multi-year permits (saving time and money from per annum applications) and a digital “filing cabinet” of past permits filed. This project, too, shows no “hard” monetary gains but enhances the citizen experience sufficiently to warrant funding.

5) Embedded Field Spatial Data Analysis and Creation System

Submitted by: Department of Mines, Minerals and Energy

Contact: Todd Richardson, Information Systems Manager

Funds Received: \$100,000

Business Case:

The Department of Mines, Minerals and Energy sought funding to modernize their laptop mapping system. At present, field staff can use the

laptop-based system to view existing maps, permits and hazards but cannot edit the data or utilize current AutoCAD drawings. This project will allow for that functionality, as well as reduce printing and plotting costs (with savings that could be leveraged by other agencies). For the \$100,000 cost, the DMME estimates annual savings of \$400,000.

6) Agency Mail Presort

Submitted by: Department of General Services

Contact: Bobby Myers, Deputy Director

Funds Received: \$700,000

Business Case:

The Department of General Services requested funds to implement a mail presort system to take advantage of bulk discounts. There is currently no such system in existence in Virginia, with each agency responsible for its own mailing equipment and services. This project will consolidate outgoing mail into a centralized system, with the volume of mail leading to a reduction in price. The centralized system also means that, as presort requirements change, only that system need change and not each agency's practices. DGS predicts savings of \$1.4 million a year on the one-time \$700,000 investment.